Customer Service Training Quiz

Use this key to check answers and read the explanations.

1. A guest says, 'I need a different projector.' North Desk verifies what the guest needs and when they need it before checking stock. What should you confirm first?

A. The guest's favorite brand
B. The requested item and event date
C. Whether a refund is approved
D. Which teammate is fastest

Correct answer: B. The requested item and event date
These facts establish the request before checking a replacement. Jumping to a refund or an unverified promise skips the first step.

2. A guest wants a replacement tomorrow. Stock has not been checked. Which reply follows the policy?

A. A replacement is guaranteed
B. There will probably be one
C. Check again next month
D. I will check availability before confirming a replacement

Correct answer: D. I will check availability before confirming a replacement
The policy requires an availability check. Confidence or good intentions do not establish stock.

3. You need to check an equipment record during a call. Which next sentence fits the policy?

A. May I place you on hold while I check the record?
B. I am putting you on hold now
C. Call another number without explaining the issue
D. Please send your account password

Correct answer: A. May I place you on hold while I check the record?
The policy requires permission. If the caller declines, agree another practical way to continue instead of treating silence as consent.

4. A guest requests a refund. North Desk gives refund approval to the shift lead. You are covering the desk. What can you do now?

A. Approve it to end the conversation
B. Promise it and ask the lead later
C. Send the request to the shift lead without promising approval
D. Choose any amount yourself

Correct answer: C. Send the request to the shift lead without promising approval
Only the lead approves refunds. Escalating the request is supported; claiming an outcome before approval is not.

5. North Desk requires the item, event date, issue, action taken, and next owner in a handoff. A note says, 'Projector for Friday; cable missing; spare cable checked; awaiting stock confirmation.' Which field is missing?

A. The issue
B. The next owner
C. The event date
D. The action already taken

Correct answer: B. The next owner
The note includes item, date, issue and action. Without an owner, it does not say who follows through.

6. You promised an update at 15:00. At 14:55, stock confirmation is still pending. What should happen at 15:00?

A. Cancel the request without explanation
B. Say nothing until the issue is solved
C. Tell the guest stock is confirmed
D. Send the promised update and explain what is still pending

Correct answer: D. Send the promised update and explain what is still pending
An update promise is not a resolution guarantee. The card says to update even when the outcome is pending.

7. The original request was for Friday. The guest now says the event is on Saturday. What must be rechecked before promising a replacement?

A. Availability for the Saturday request
B. The spelling of an unrelated event
C. Only the original Friday check
D. Nothing, because one day cannot matter

Correct answer: A. Availability for the Saturday request
Availability was tied to the requested date. A changed date requires a matching check; do not carry the old assumption into the new promise.

8. Only the North Desk shift lead can approve exceptions. A guest asks you to waive a standard requirement while you are covering the desk. Which response fits?

A. Ignore the requirement this once
B. Say the lead already approved
C. Explain that the shift lead must consider the exception
D. Promise approval if the guest waits

Correct answer: C. Explain that the shift lead must consider the exception
The policy assigns exception approval to the lead. The question checks the boundary, not whether an exception is ultimately deserved.

9. North Desk handoffs must name the item, date, issue, action taken, and next owner. A speaker for Monday has a missing cable. You checked the spare shelf and found none. Alex will call stock control. Which note is complete?

A. Guest called; please help
B. Speaker, Monday, missing cable; no spare on shelf; Alex contacts stock control
C. Alex will do something later
D. Speaker confirmed ready for Monday

Correct answer: B. Speaker, Monday, missing cable; no spare on shelf; Alex contacts stock control
It includes all five required fields without claiming that the unresolved cable problem is fixed.

10. A Saturday replacement is unconfirmed. The guest requests a refund that only the shift lead can approve. You promised an update by 16:00. Which plan respects approval, stock, and the update deadline?

A. Guarantee the replacement and cancel the update
B. Approve the refund and skip the stock check
C. Wait indefinitely for stock confirmation
D. Refer the refund to the lead, keep the replacement unconfirmed and update by 16:00

Correct answer: D. Refer the refund to the lead, keep the replacement unconfirmed and update by 16:00
The three obligations remain separate: approval belongs to the lead, availability controls the replacement promise, and the update has its own deadline.